DDRS Claims Tool

User Guide

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Table of Acronyms

Acronym	Meaning
BDDS	Bureau of Developmental Disabilities Services
DDRS	Division of Disability and Rehabilitative Services
EBT	Electronic Benefit Transfer
HUD	Housing and Urban Development
ISP	Individualized Support Plan
RLA	Residential Living Allowance
SSDI	Social Security Disability Insurance
SSI	Supplemental Security Income

1. DDRS Claims Tool

The DDRS Claims Tool is an Internet-based application that you can use to create and manage claims against budgets that have been created for consumers. By using the Claims tool, you can more easily track and organize the service costs for consumers.

1.1 Product Support

If you encounter a problem with this product, or if you have a question or recommendation regarding this user guide, log a HelpBox request. A team member from the FSSA Technology Services Team (FTST) will contact you to address the issue.

1.2 Installing and Testing the Latest Version of Adobe Reader

You can access the most updated copy of this user guide and other documentation from the DDRS website. To view the documents, you must install the Adobe Reader on your computer. Use the following procedure to install and test the latest version of Adobe Reader on your computer (the procedure assumes that you have not installed the Adobe DLM ActiveX control).
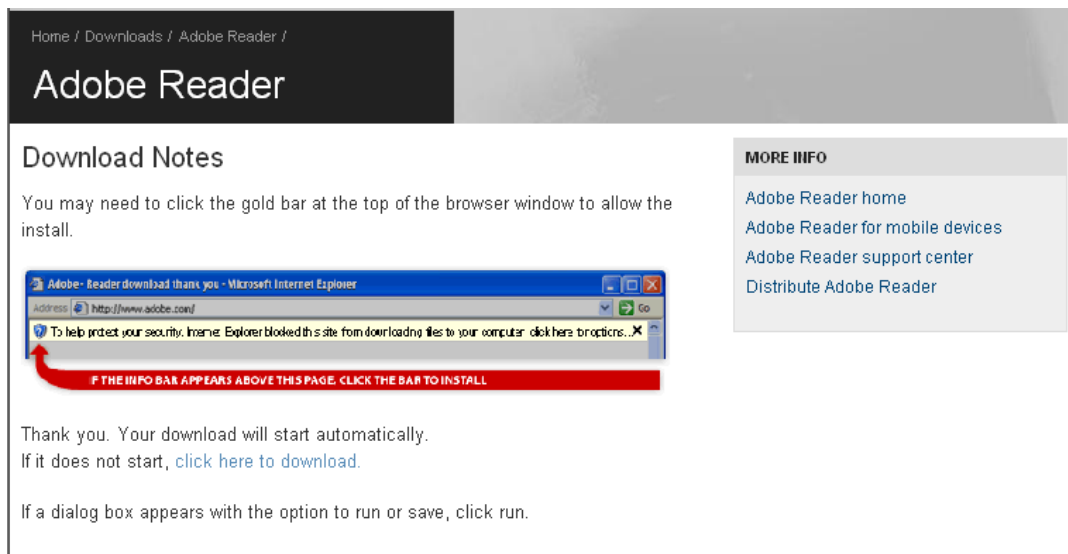
1. Select the following link or enter the URL into the **Address** field of your browser:

   http://www.adobe.com/products/acrobat/readstep2.html

   The Adobe Reader web page appears, as shown in the following illustration:

2. Select the gold **Download** button. The system displays the following screen and a gold bar appears at the top of your browser window:

3. Select **Click here to install** from the gold bar at the top of the browser window, and then select **Install ActiveX Control** from the shortcut menu that appears.

4. Select **Install** in the **Internet Explorer - Security Warning** window that appears.

5. Wait several seconds as one or more Adobe progress windows appear, indicating the progress of the installation. When the installation is complete, the **getPlus: Info** window appears and indicates that the installation is complete.

6. Select **OK** in the **getPlus: Info** window.

7. Test the Adobe Reader installation by selecting a PDF file from either the network or a SharePoint site.


Tip
Select the following link to display a SharePoint page that contains multiple PDF files that you can use:

https://myshare.in.gov/FSSA/ddrs/WebBased%20Tools/Forms/AllItems.aspx

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8. Ensure that the **Read Only** radio button is selected in the **Microsoft Internet Explorer** window that appears and then select **OK**.

The following illustration shows an example of the **Microsoft Internet Explorer** window:
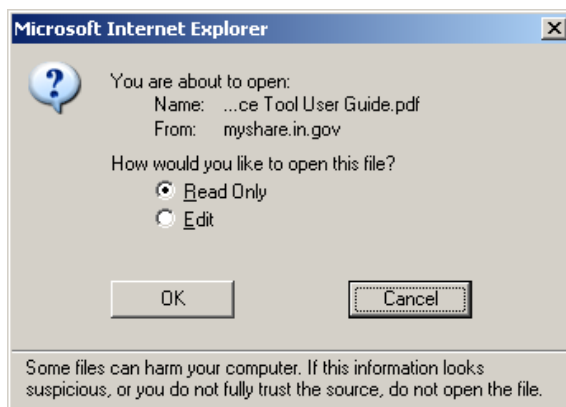
Because this is the first PDF you have opened after installing the Adobe Reader, the **Adobe Reader – License Agreement** window appears, as shown in the following illustration:
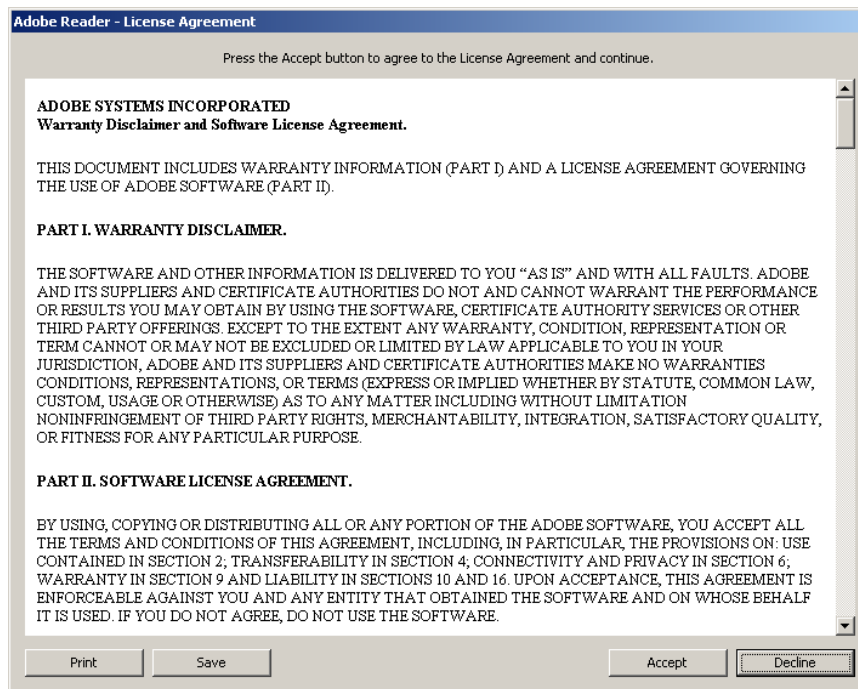
9. Select **Accept** to display the PDF file for the document you selected.

The **Adobe Reader – License Agreement** window appears only once. After you perform the remaining steps in this procedure, the license agreement will not appear again when you select a PDF file.

2. Website Access and Login Information

You can use the following link to access the DDRS Web-Based Tools page:

> https://ddrsprovider.fssa.in.gov/

The DDRS Web-Based Tools page appears. The Web-Based Tools page contains a fixed menu list on the left side. The linked menu items in the menu list change according to the menu that you select.

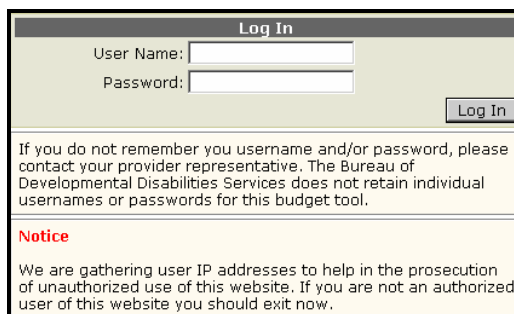The following illustration shows the DDRS Web-Based Tools page:

Select **Login** from the menu list to access the system. If this is the first time that you have logged in to the site, the following message might appear:
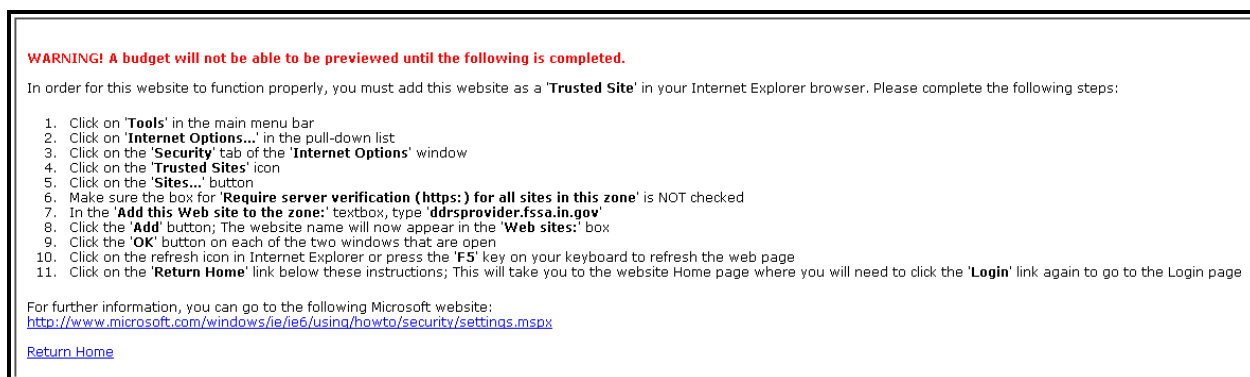
Follow the instructions to properly set your computer to be able to view and use the website. When you complete the instructions, the **Log In** window appears.
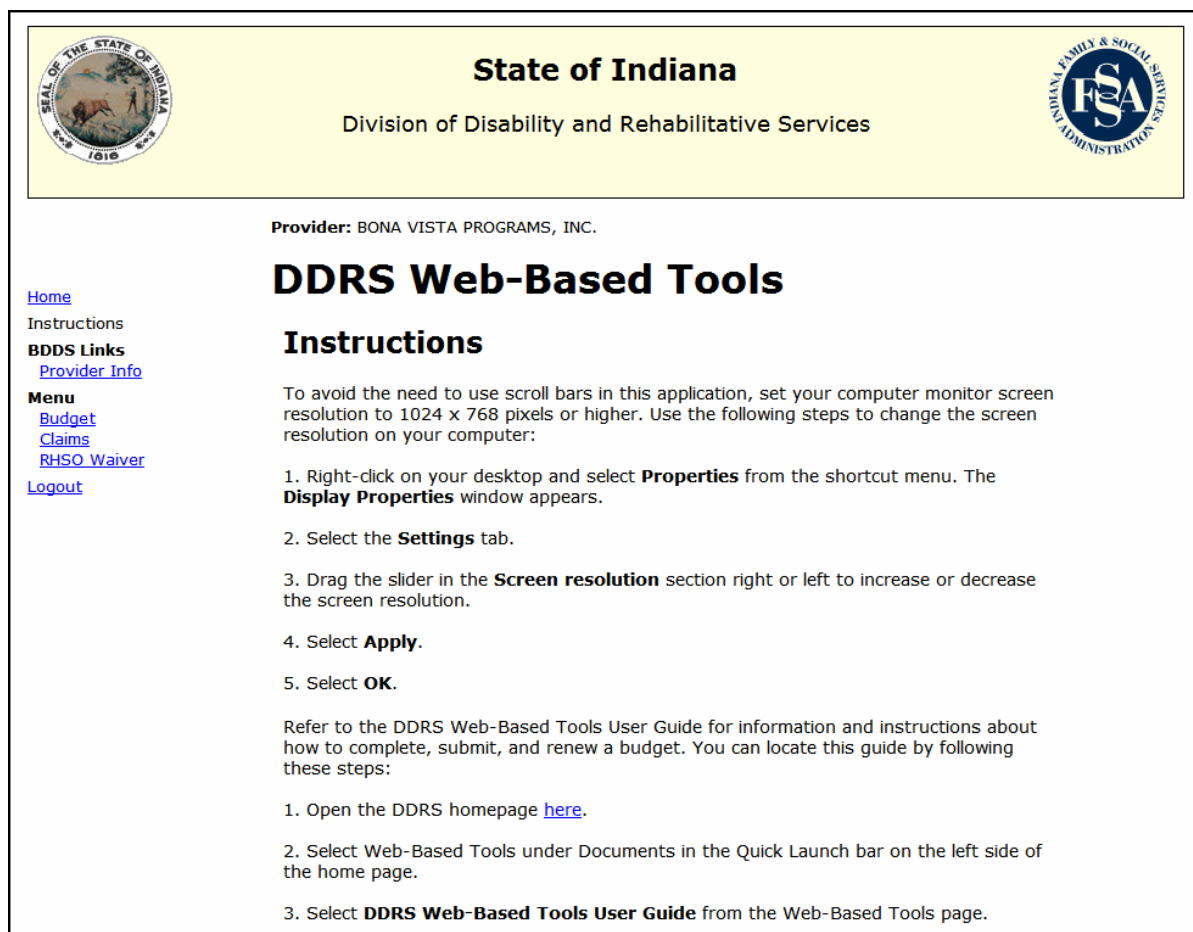
The following illustration shows an example of the **Log In** window:

Complete the information in the **Log In** window and select **Log In**. The Instructions page appears.

2.1 Instructions Page

The following illustration shows an example of the Instructions page:

Important

It is recommended that you read the Instructions page at least once to become familiar with its contents. Failure to familiarize yourself with this information could cause loss of budget information, automatic session timeout, or display issues.

3. DDRS Claims Tool

Select **Claims** from the menu list on the left side of the Instructions page after you have read the instructions and are ready to complete a budget. The **Claims Tool** screen appears.

3.1 Claims Tool Screen

The **Claims Tool** screen displays the **Claims in Progress** section by default, and provides links to the **Submitted Claims** and **Create Claim** sections.

The following illustration shows an example of the initial **Claims Tool** screen:

3.1.1 Claims in Progress

The **Claims in Progress** section displays claims that have not yet been submitted. You can search for one or more claims by using the search fields in the box above the Claims in Progress table. You can sort the information in the **Claim**, **Service Month**,

and **Billing Month** columns on the table by selecting a column name. You can also select one of the following links:

Edit	To edit an existing claim
Delete	To delete a claim
Preview	To view a PDF preview of the claim prior to its submission

3.1.2   Submitted Claims

The **Submitted Claims** section displays claims that are complete and have been submitted. The following illustration shows an example of the **Submitted Claims** section:

Claims in Progress Submitted Claims					
Submitted Claims					
Claim: [____] [Service Month ▾] [Service Year ▾] [Billing Month ▾] [Billing Year ▾] [All Status ▾] [Search]					
Claim	**Service Month**	**Billing Month**	**Status**		
adina testing Electronic Monitoring	01/2008	01/2008	Submitted	Print	Review
Kent Test - Elec Monitoring	01/2008	01/2008	Submitted	Print	Review
Nov 06 Claims	11/2006	12/2006	Confirmed	Print	Review
October 2007 FSSA	10/2007	11/2007	Confirmed	Print	Review
Residential living allowance and management servic	12/2006	01/2007	Confirmed	Print	Review
Residential living allowance and management servic	01/2007	02/2007	Confirmed	Print	Review
Residential living allowance and management servic	02/2007	03/2007	Confirmed	Print	Review
Residential living allowance and management servic	03/2007	04/2007	Confirmed	Print	Review
Residential living allowance and management servic	04/2007	05/2007	Confirmed	Print	Review
Residential living allowance and management servic	05/2007	06/2007	Confirmed	Print	Review
Residential living allowance and management servic	06/2007	07/2007	Confirmed	Print	Review
Residential living allowance and management servic	07/2007	08/2007	Confirmed	Print	Review
Residential living allowance and management servic	07/2007	09/2007	Confirmed	Print	Review
Residential living allowance and management servic	08/2007	10/2007	Confirmed	Print	Review
Residential living allowance and management	07/2007	09/2007	Confirmed	Print	Review

You can sort the information in the **Claim**, **Service Month**, and **Billing Month** columns by selecting a column name. You can also select one of the following links:

Print	To print a copy of a submitted claim's review
Review	To review a claim that has already been submitted

3.1.3   Searching for a Claim

You can use the search fields in the box above each section to search for one or more claims according to the parameters that you select or enter. The following illustration shows the search fields for the **Submitted Claims** section:
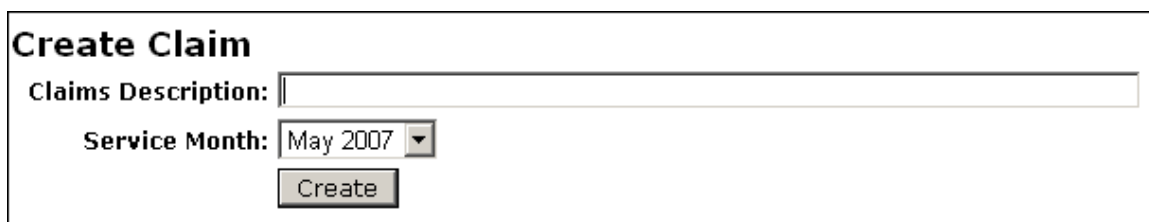

To search for a claim, enter information in the **Claim** field or select a value from one or more of the drop-down lists and select **Search**.

Selecting more than one value narrows the results of the search. For example, if you select **January** from the **Service Month** drop-down list, the system returns all claims with a January service month, regardless of the service year. If you select **January** from the **Service Month** drop-down list and **2007** from the **Service Year** drop-down list, the system returns only the claims from January 2007.

3.2 Creating a New Claim

Use the following illustrated procedure to create a new claim.

1. Select **Create New Claim** from the menu list to display the **Create Claim** window. The following illustration shows an example of the **Create Claim** window:

2. Enter a description for the claim in the **Claims Description** field.

3. Select the service month for which you are making a claim from the **Service Month** drop-down list.

4. Select **Create**. The **Budgets** window appears:

Budget #	Start Date	Stop Date	Customer ID	Name	
53015	07/01/2006	06/30/2007	6954	BARADZIEJ, JOHN JOSEPH	Select
58928	08/01/2006	06/30/2007	6770	LITTLE, GREG H	Select
59595	09/01/2006	06/30/2007	10722	MISCH, GRETCHEN M	Select
60400	09/01/2006	06/30/2007	21329	GARZA, CHRISTINA	Select
61056	09/01/2006	06/30/2007	9453	NIGHTINGALE, KEVIN J	Select
67527	01/01/2007	06/30/2007	11119	MACHURA, TARA K	Select
70770	02/01/2007	06/30/2007	9832	AYON, RICK ADAM	Select
71021	02/01/2007	06/30/2007	9548	MYERS, STEVEN R	Select
71040	03/01/2007	06/30/2007	8364	CAMPBELL, JUSTIN	Select
72088	03/01/2007	06/30/2007	9136	MORGAN, ROBERT STEPHEN	Select
72854	04/01/2007	06/30/2007	6977	LEVINE, ERICA	Select
72913	04/01/2007	06/30/2007	7725	BYROM, SARAH	Select
73153	04/01/2007	06/30/2007	46583	FOX, KENDRA MARIE	Select
73157	04/01/2007	06/30/2007	6777	NUSSBAUM, DAVID	Select
73613	05/01/2007	06/30/2007	12875	STUART, CHARLES E	Select
75161	06/01/2007	06/30/2007	10424	KLAHN, JAMES	Select
75706	06/01/2007	06/30/2007	9669	ROGEL, JOSHUA P	Select

Budgets
Claim: Adams test claim 1
Service Month: Jun 2007

The **Budgets** window displays a table of the submitted budgets for the month of service of your claim. The **Budget #** and **Name** column headings contain a sort feature that you can use to sort the data. Selecting **Budget #** sorts the data by budget number, and selecting **Name** sorts the data by the consumer's name. Selecting a column heading twice toggles the table between ascending and descending order. (The table initially displays the information by budget number in ascending order.)

5. Click the **Select** link in the column to the right of a consumer's name to select the first budget for which you are creating the claim. The **Budget Detail** window appears:

The **Budget Detail** window displays a table of details for the budget you selected. The table provides the following fields and columns of information:

Budgeted	This field indicates the total budgeted amount available to the consumer.
Encumbered	This field indicates the number of units currently held by the system for this claim and other claims for the consumer.
Available	This field indicates the remaining amount of budgeted funds that are available to the consumer.
Units	This column contains a field for each service that you can use to indicate the number of units to include on this claim.
Rate/Unit	This column displays the per unit hourly rate for each service.
Claimed	This column displays the calculated amount for each service on the claim.

6. Enter the units to include for each service on the claim in the **Units** column and select **Update**. The system redisplays the **Budgets** window and changes the link next to the budget you selected from **Select** to **Edit**.

Tip

You can select the **Edit** link to return to the **Budget Detail** screen and change the claimed amounts for a budget. Select **Update** to save the changes.

7. Repeat Step 5 and Step 6 for each budget to include on the claim.

8. Select **Claims** from the menu list on the left side of the Instructions page to return to the **Claims Tool** screen. The new claim now appears in the **Claims in Progress** section. You can use the **Claims in Progress** section to:

- Edit the claim by selecting the **Edit** link.

- Delete the claim without submitting it by selecting the **Delete** link.

- Preview the claim as a .PDF file by selecting the **Preview** link.

- Submit the claim by selecting the **Submit** link, which appears after you preview the claim.

The following illustration shows a portion of the **Claims Tool** screen with a newly created claim called **Adams test claim 1** in the **Claims in Progress section**. Notice that a **Submit** link does not appear for the claim, indicating that the claim has not been previewed:

3.3 Submitting a New Claim

Use the following illustrated procedure to submit a new claim:

1. Select the **Preview** link next to the claim in the **Claims in Progress** section of the **Claims Tool** screen. Select **Yes** to display nonsecure items if the following dialog box appears:
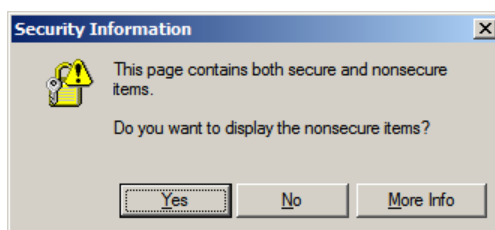
The system displays a PDF version of the claim for you to review. The following illustration shows a portion of a claim in a PDF file:

2. (Optional) Review the PDF file of the claim for accuracy. Close the PDF window by selecting the **X** button in the upper right corner.

3. Select the **Submit** link, as shown in the following illustration:

The following message appears:

4. Select **Claims** from the menu list to return to the **Claims Tool** screen. Notice that the system moved the claim from the **Claims in Progress** section to the **Submitted Claims** section.

You can use the **Submitted Claims** section to:

- Print the claim by selecting the **Print** link.
- Review a .PDF document of the claim by selecting the **Review** link.

Important

No further changes can be made to a claim after you have submitted it.